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**Bryant College**  
**of Business Administration**

PROVIDENCE 6, R. I.



Founded 1863

# *The Secretary*

- "What The Employer Expects"
- "The Job Interview"
- "Your Voice and You"
- "Do You Deserve Promotion?"

A Series of Talks By  
Faculty Members To  
Bryant College Seniors

**"JOB CLINIC on  
SECRETARIAL  
FUTURES"**

*Bryant College  
of Business Administration  
Providence, R. I.*



## Foreword

*Secretaries have the advantage of meeting and working with important people in a job that is diversified and stimulating. Not only can a secretary advance within her own field, but often she has access to a whole new avenue of careers in such glamorous fields as publishing, advertising, government, foreign embassies, the professions, merchandising, television, and others. Countless executives, heads of departments, office managers, and government officials began their careers as secretaries.*

**T**HIS brochure has been planned especially for you—to help you prepare more adequately for a career in the business world. With this thought in mind we should like to help you lay the groundwork for your job-finding campaign.

First, you will want to know about the interview—what to wear, what questions are likely to be asked, and how to go about seeking a job. Since first impressions are most important, the section on “The Interview” has been written to help you put your best foot forward.

In today's modern office so much business is transacted over the telephone that a good voice is a distinct advantage. As you read “Your Voice and You”, ask yourself how you could apply these suggestions to your own voice to make yourself that much more valuable.

What skills and personal qualifications do personnel managers consider important in hiring a secretary or when there is a promotion in view? “What the Employer Expects of the Employee” is the result of a survey among personnel directors and gives first-hand information on the principal points involved.

Assume, as a result of preparing yourself carefully for the interview, that you did get the job for which you had applied; then how do you advance yourself on the job? “Do You Deserve a Promotion?” has been written for the purpose of doing just that—of reminding you of the qualities which insure success.

Competition is so keen that today, more than ever before, businessmen require a well-educated and thoroughly trained secretary.

PRISCILLA M. MOULTON  
*Supervisor of Secretarial Studies  
Bryant College*

## What the Employer Expects of the Employee

by

PROFESSOR PRISCILLA M. MOULTON  
*Supervisor of Secretarial Studies*

**B**USINESS firms, both large and small, in every community, need well-trained secretaries. The secretary is in a unique position in that every business, regardless of its size, is dependent upon her efficiency, her skills, and her loyalty.

In fact, the position of the secretary is one of the most important in business today; and the more responsible the employee, the more likely she is to play a major roll in helping business, as well as herself.

### MEETING THE NEEDS OF THE EMPLOYER

If you are contemplating a secretarial career in the business world, you will want to meet the needs of the employer; and there are certain basic skills and personal qualifications which employers, regardless of their geographic location, are constantly seeking in a prospective secretary.

As a future secretary, you will be interested in a survey which I made among personnel directors: insurance men, lawyers, manufacturers, bankers, and so forth, to find out what they consider important in the way of skills and personal qualifications in hiring a secretary or when there is a promotion in view. The following will give you a thumbnail sketch of what they look for in a prospective secretary.

## Skills

### SHORTHAND, TYPEWRITING, TRANSCRIPTION

First of all, they want a person who is thoroughly trained in the tool subjects—shorthand, typewriting, and transcription—with a good background in English (grammar, spelling, capitalization, and punctuation). The technical skills must be beyond reproach and mastered to perfection. The ability to proofread accurately is a “must” and goes hand-in-hand with the taking of dictation and transcribing the notes.



## FILING

The cartoon depicting a filing cabinet with the various drawers labeled "Eeney, Meeney, Miney, Mo" is too true to be funny and may easily result in great confusion and prolonged delay. Although such a situation appears humorous to the onlooker, it cannot be treated lightly in the office.

Employers want a person who can set up a simple filing system and, above all, be able to *file and find* correspondence.

## TELEPHONING

Since telephoning is one of the most frequently performed duties in an office, it is most important to develop a courteous, pleasant manner. Tact and diplomacy are imperative in promoting good will for the firm.

You represent the company and are influencing the person at the other end of the line—favorably or unfavorably. In talking with a person face to face, at least you can depend on facial expressions to convey your meaning; but in talking over the telephone you must depend entirely on your voice and its inflections.

The telephone is in the office strictly for business use and must never be tied up for personal calls.

## OTHER SECRETARIAL DUTIES

Other duties the future secretary may expect to encounter are: keeping appointments and records; composing some of the letters which do not need the employer's special attention; typing; duplicating material; being able to use a transcribing machine when the occasion arises; and *being able to anticipate the needs of the employer.*

# Personal Qualifications

## PERSONALITY

A good personality is of paramount importance to job success. Your personality reflects your attitude, your habits, and your actions; in brief, it represents **YOU**. Your personality is always at work—either for or against you.

Employers are not the least impressed with the so-called "glamour" type. They have work to be done and need somebody who can help shoulder responsibility and relieve them of innumerable details. They need someone, in addition, who can get along well with people; who is sincere and not artificial; who has a cheerful disposition and a ready smile; and who will work wholeheartedly without complaining.

A person with a good personality is one who is loyal to the company, her employer, and her associates; who can keep information confidential and be free from gossip; who understands other people's feelings; and who uses good judgment.

Bachrach, the famous photographer, aptly describes personality in saying that "the basis of all charm is an honest and sincere interest in others and a real desire to like other people."

The importance of a good personality cannot be overemphasized. Although it may help a person in getting the job, it is the *combination of the personality and skills which helps her keep the job.*

## ATTITUDE

A businesslike attitude is basic to success in the business world: being on the job to help get work done, showing initiative, and having the will to succeed.

A nation-wide survey recently made by NOMA (National Office Management Association) reveals that the trait which irritates employers more than any other single trait is undependability. A sense of responsibility—whether it be proofreading a letter, keeping information confidential, or being on time—is imperative and rates at the very top of the list of personal characteristics with employers.

## GOOD GROOMING

If you are to represent a company, you will want to make the most of your appearance in all fairness to yourself and to the company concerned. Being spic-and-span and well groomed in every detail is the very essence of building confidence and poise.

The basic dress and suit are unquestionably a good investment for the future secretary, and conservative yet attractive clothes are always in good taste. Sheer blouses, ankle straps, fancy hair-dos, and dangling jewelry, however, are the perfect example of what not to wear. *The key-note to good taste in clothes is simplicity.*

## GOOD MEMORY

The ability to recognize people by name whether on the telephone or in talking with a person face to face is a decided asset and creates good will. Saying the person's name gives a personal touch which we all enjoy and shows that you have taken sufficient interest to remember the name.

## MANNER

A gracious manner is priceless and something that can be acquired only through constant practice. It must become habitual, however, to be natural. Receiving callers graciously—the not-so-welcome as well as the welcome—is an art in itself and something which you will undoubtedly be called upon to perform from time to time.

## BEING ON TIME

Employers have also mentioned that they have great respect for the person who arrives on time and does not constantly watch the clock for the coffee hour, and who is willing to give a few minutes overtime when necessary.

\* \* \* \* \*

## IN CONCLUSION

As a secretary, you are considered the most important woman in business today. You will play a key role no matter in which profession, business or industry you find yourself. Observing the wishes described by employers above will undoubtedly make you more valuable and assure your progress.



# The Job Interview

by

MRS. LAUTRELLE LOVE

*Director of Placement*

**LOOKING** for a job is one of the most exciting experiences in business. The interview is the first impact of the firm upon the applicant. You are a potential customer and a segment of the general public.

A good interview depends on planning. It does not develop accidentally. The interviewer directs his questions to obtain a full picture of your personality and your ability. Your future depends not only on your skills and training, but on how well you know "the ropes," when you set out to find a job.

### *What are the Sources of Employment?*

1. Your College Placement Service
2. Private Employment Agencies
3. Government Employment Agencies
4. Civil Service Commission
5. Guidance Services
6. Personnel Offices
7. Trade Associations and Trade Magazines
8. Newspaper Advertisements
9. Business Directories

These sources and many others will give you the right lead for seeking employment.

### *Take inventory of yourself and ask yourself these questions:*

1. What skills do I possess?
2. What does my education qualify me for?
3. What are my real talents and interests?



4. What should I wear and how should I look when I report for an interview?

I think you are able to answer the first three questions without further discussion, but I should like to discuss with you appearance and dress for an interview.

## *Appearance*

### *DRESS*

Dressing for an interview is more than a matter of putting on your hat and coat when you start off in the morning. Do not forget that at first glance you are revealing such matters as personal cleanliness and neatness. Your clothes must be businesslike but they need not be drab. Your grooming must be faultless—not a hair out of place; not a spot on your gloves, and remember that if you wear white gloves they must be clean. It is far better to be underdressed than overdressed. Lean to the conservative colors and styles.

Your shoes should be conservative dress shoes. Your basic pumps with closed toe and heel are desirable for interviews. If your shoes are suede, make sure they are brushed carefully and that heels are built-up and well polished. To make your shoes more attractive, a nice pair of hosiery will be helpful. Remember, that painted toenails do a lot to enhance your beach costume but do nothing for your business costume.

### *GROOMING*

Your hair should be carefully groomed and appropriate for business; your make-up should be used with discretion to give a natural look. If you use perfume, use it sparingly.

Your jewelry should be chosen with care. Dangling earrings and rhinestones, however, were never intended for the office. If you choose to wear flowers, wear them on your dress or suit lapel, but never on both dress and hat.

You are properly groomed for the interview and you are about ready to be on your way. There are a few things you should remember:

### *TIPS FOR THE INTERVIEW*

1. Go alone—do not bring any friends or relatives with you.
2. Be on time, but only a few minutes before the time of the interview. Do not arrive too early, it creates the wrong impression.
3. Take a portfolio with you with typing paper, fountain pen, and shorthand pad. It is not businesslike to borrow equipment from the office to give a sample of your work.
4. If you happen to go shopping before your interview, do not take the packages along with you. To enter an interviewer's office with packages and paper bags will give the impression that you regard your call as incidental.
5. Do not have your mother call for the appointment, and please do not have your mother call to follow-up after the interview.
6. You will want to be careful of your conduct while waiting for the interview in the receptionist's office. Do not apply make-up while waiting. May I suggest that you read a magazine while waiting rather than gazing in open space. Refrain from smoking.
7. Watch your posture—you are telling your prospective employer about your physical condition, your energy, and your mental attitude.

### *THE APPLICATION BLANK*

Most likely you will be given an opportunity to fill out an application. Please remember to fill this application out in detail. Unless otherwise instructed, use your last name first. For references, secure permission from the person whose name you wish to use. Make sure you know how to spell the name and whether it is Miss or Mrs. Read your application carefully and make sure you have your date of birth correct. If you gave May 1, 1955, when you were born on May 1, 1935, it would tell the employer immediately that you were careless.

### *ATTITUDE*

Develop the right attitude:

1. Speak up clearly, and enunciate carefully.

2. Develop the attitude that your prime interest will not be in the starting salary but in the opportunity offered by the job.
3. Develop an attitude that you will not overestimate your importance or ability.
4. Develop the attitude that you are more interested in the opportunity rather than how rapidly you can advance.
5. Develop a conscientious attitude that you will always be willing to do some routine work.

### TERMINATING THE INTERVIEW

It is the privilege of the interviewer to indicate that a talk is over, and it is the part of the applicant to take his leave gracefully. Whether or not you think you have been chosen for the job, thank the person for interviewing you. When you get home, a thank-you note dropped in the mail will show your interest and make a favorable impression. The interviewer will remember your gratitude.

Bear in mind that your interview is more advantageous to *you* than to the employer. Welcome the interview and use it wisely, for it can be of tremendous value to you.



## Your Voice and You

by

PROFESSOR MARY THORNTON APPLEBY

*Director of Dramatics*

ONE of the first and most important points upon which you are judged is your voice. This is true everywhere—in the business world, in the social world, and in everyday exchange of ideas and philosophies.

### VOICE IMPRESSIONS

Voices can denote certain personalities; for example, the crude, gruff voice makes the listener feel he is a crude, uncultured person. The slurring, sloppy speech makes one think, "Is this person untidy, unmethodical in his thinking or work?" The whining voice—"Is she a constant complainer?" The monotonous voice—"Why, he must be a terrible bore!"—and so on. Impressions—to be sure—but, after all, an interview is for that very purpose. The employer wants to evaluate these impressions and find for himself certain qualities which will best fulfill his particular needs.

You may be thinking, "Some people are born lucky; they have a natural voice of great appeal." Oddly enough there are very, very few people with this gift. Most of us learn to control and use our voices in many different ways. The most common way is by listening to others and actively trying to imitate their tones and diction; another way is by being taught the correct use of the voice. This is, of course, the best way to improve our voices and diction.

In ninety-nine cases out of one hundred there is nothing physically wrong with our voices. The hundredth case needs voice therapy because of a serious voice impediment, but we shall not concern ourselves with this problem. Let's inventory our voice characteristics and see how we can improve.

### VOICE PRODUCTION

Let us note briefly how we can produce sounds. The sound should come from the diaphragm up over the vocal cords, roll out through the



mouth over the tongue, and out through the lips. It sounds simple, doesn't it; and actually it is, but many of us never produce a sound this way.

Let's take the case of Nasal Nan. She never uses her diaphragm—all the sounds come from the nose and head. Now, the good Lord gave us noses to smell and to blow, but He never intended us to talk through our nose.

Let's consider another common fault—one that Lazy Louise has. She sets her jaw and teeth tightly together and never moves her lips. She has lazy lips and a too tight jaw—probably (the listener thinks) one of those very righteous women, who can never (in their own estimation) be wrong.

There are many examples of poor speech, bad diction, and sloppy enunciation which, no doubt, may amuse you; but let's get back to you and *how you can improve your voice*.

### VOWEL SOUNDS

First, keep in mind that through your voice you want to create a pleasant, courteous, and interesting impression on your listener. How do you go about it? Keep in mind the correct production of the voice; that is, from the diaphragm up over the vocal chords through the mouth, over the tongue, and out through the lips. Use your lips and tongue to enunciate your words.

For just a moment let me explain our English sounds. There is no word in the English language that does not contain one or more vowel sounds. So it behooves us all to review them quickly. They are simply the sounds (long and short) of A-E-I-O-U. Say these and notice the change in position of your lips. Now, if you do not change the lip position, the sounds are not clear. You can easily understand the value of not having lazy lips.

### CONSONANT SOUNDS

Consonants play a very important part in good diction. Here is some advice on pronouncing difficult consonant sounds. Whenever you have a double consonant, (for example, pr-st-pl-ch), accent each one and your diction will improve. Attack these double consonants by accent (for instance, *pretty*; *training*; *pleasure*; *chastise*; etc.).

## Voice Inflection

### INTERESTING TONE

Speaking of accent, there is nothing more boring than a monotonous speaker. He never raises or lowers his voice; he speaks along at the same level until you either fall asleep or you could scream from boredom. For instance, say to yourself, "Where are you going?" Now by accent or inflection, change the meaning like this: first, accent *where*; then repeat the question this time accenting *are*, etc., until you have asked the question accenting a different word each time. You can readily understand why accenting prevents monotony; and sometimes you can get some very interesting results by inflection—letting your voice rise and fall.

### BREATH CONTROL

Let's review for a moment. We know how to produce tone; we must pronounce our vowels clearly; we accent our consonants for good diction; and we accent or inflect for interest. Now you say, "There's more?" Indeed there is; a very important point, and that is breath control. You might ask, "Why is this so important?" It is important for two reasons: (1), it enables us to say what we desire efficiently; (2), it creates in the listener the feeling that here is a person of assurance—a person who knows his own mind and is well disciplined.

A well-trained speaker is never breathless or halting in his speech. He breathes easily and controls the expulsion of the breath throughout his sentence structure. A very worth-while exercise in controlling the breath is the following: Take a deep breath and count—expelling the breath as you say each number—and see how far you can count on a single intake of breath. You will find after a while that control is automatic and comes naturally.

### ATTITUDE

Each point I have made is a basic one and is necessary for good diction and voice, but none of these will make a good impression if your attitude is wrong. People sense sarcasm, indifference, and rudeness in your voice; and you would have to be a marvelous actor or actress to hide it. The advertisements say, "Put a smile in your smoking"; but I say to you, "Put a smile in your voice", and I am sure you know what I mean.



Did you ever say to a friend, "That's some hat you're wearing!" Did you say it with the wrong inflection? You can be catty or you can be nice. Watch your attitude; it doesn't cost any more to be pleasant; and it certainly pays higher dividends.

### YOUR VOICE IN BUSINESS

As you begin your career in the business world, you will realize more than ever the importance of a good voice and the effect that a pleasant, cheerful voice has upon other people. The telephone is similar to radio in that we depend entirely upon the voice and its inflections to form a favorable mental image.

*Your voice is you.* Make it pleasant, assured, and interesting—not just for the sake of the interview, but to develop a personality that is unique and worth while—a personality that is an asset to your community, to your friends forever.



## Do You Deserve a Promotion?

by

LIONEL H. MERCIER, *Dean*

*Secretarial Science Department*

THIS self-appraisal sheet, which has been prepared for Bryant College men and women, is to be used solely to stimulate self-improvement. This sheet should probably be used once or twice a year in order to check up on yourself to find out whether or not you are making any progress in overcoming your deficiencies and in reinforcing your strong points.

In thinking about promotion, you must bear in mind that success in a general sense is relative. If your goal in terms of dollars and cents is a \$40 or \$50 a week job and you have attained that goal, then I would say you are successful; however, if you set your goal at \$200 a week and you are earning \$100, then you are not so successful as the person who is earning only \$40 or \$50 a week.

No attempt has been made to classify the questions. All of them relate to characteristics that tend to affect your chances of moving up the ladder of success.

After giving each question careful consideration, rate yourself as above average, average, or below average. Give yourself a score of 5 for above average, 3 for average, and 0 for below average.

### A SELF-APPRAISAL SHEET

SCORE

1. Do you get along with everybody, including the most difficult people? It is getting along with people who are difficult that sets you apart from the others when you are considered for promotion. \_\_\_\_\_
2. Do you have ideas of your own or are you a parrot? In other words, do you merely take other people's ideas and parrot them back, or do you do some thinking on your own? \_\_\_\_\_



3. Do you accept criticism graciously? If you reply to a correction with a fast comeback, then you indicate to your employer that little improvement on your part can be expected, for you have practically stopped growing. \_\_\_\_\_
4. Do you have a healthy discontent with the work you are doing? In other words, are you constantly striving to do a better job? \_\_\_\_\_
5. Are you in excellent health? It is important that you be on the job every day. \_\_\_\_\_
6. Do you recognize your own shortcomings? Do you do anything about them? \_\_\_\_\_
7. Do you try out original ideas and methods? \_\_\_\_\_
8. Do you have a healthy, happy outlook on life? \_\_\_\_\_
9. Are you interested in your job and in the firm? \_\_\_\_\_
10. Do you do the most important jobs first? \_\_\_\_\_
11. Do you follow through? \_\_\_\_\_
12. Do you work harmoniously with supervisors? \_\_\_\_\_
13. Do you work harmoniously with subordinates? \_\_\_\_\_
14. Do you keep your personal affairs out of office routine? \_\_\_\_\_
15. Do you plan your work well? \_\_\_\_\_
16. Do you broadcast your employer's faults to the rest of the office? \_\_\_\_\_
17. Have you chosen friends with whom you will grow mentally? \_\_\_\_\_
18. Do you indulge in office gossip? \_\_\_\_\_
19. Do you become lost in detail? \_\_\_\_\_
20. Do you radiate energy? \_\_\_\_\_
21. Do you criticize and say uncomplimentary things about others when it is not your job to do so? \_\_\_\_\_
22. Do you have a pleasing appearance? \_\_\_\_\_
23. Are you able to accept responsibility? \_\_\_\_\_

24. Are you able to delegate responsibility? Or do you have to do all the menial jobs yourself? \_\_\_\_\_
25. Do you apply yourself diligently to the job at hand, regardless of what it is? \_\_\_\_\_
26. Do you dig in and help whenever necessary? \_\_\_\_\_
27. Do you discuss rather than argue? \_\_\_\_\_
28. Do you have a sense of humor? \_\_\_\_\_
29. Do you get there under your own power, or are you constantly in need of help? \_\_\_\_\_
30. Do you have foresight? Remember it is only hindsight that is 20-20 vision. \_\_\_\_\_
31. Do you work with a minimum of supervision? \_\_\_\_\_
32. Do you avoid conflicts of will? \_\_\_\_\_
33. Do you keep promises when you make them? \_\_\_\_\_
34. Are you consistently courteous, poised, and pleasant? \_\_\_\_\_
35. Do you stick to facts, or do you exaggerate? \_\_\_\_\_
36. Do you use flattery? Many employers think of flattery as being some form of soft soap that contains lye. \_\_\_\_\_
37. Are your opinions based on evidence? \_\_\_\_\_
38. Are you brusque or dictatorial to your subordinates? \_\_\_\_\_
39. Do you use initiative and exercise good judgment? \_\_\_\_\_
40. Do you have the ability to meet people tactfully and graciously? \_\_\_\_\_
41. Do you speak correctly? \_\_\_\_\_
42. Do you dress in good taste and in the current mode? \_\_\_\_\_
43. Do you disagree without being disagreeable? \_\_\_\_\_
44. Are you reliable? \_\_\_\_\_
45. Do you use spare time to learn more about your job? \_\_\_\_\_
46. Do you see both sides of a situation? \_\_\_\_\_

47. Do you believe in yourself? \_\_\_\_\_
48. Are you adequately informed on current events? \_\_\_\_\_
49. Are you too easy-going? \_\_\_\_\_
50. Do you have an even disposition? \_\_\_\_\_
51. Are your emotions stable? \_\_\_\_\_
52. Do you make and retain friends? \_\_\_\_\_
53. Are your office manners beyond reproach? \_\_\_\_\_
54. Do you have the general and specific knowledge to do your job well? \_\_\_\_\_
55. Do you make constructive suggestions? \_\_\_\_\_
56. Are you receptive to the ideas of others? \_\_\_\_\_
57. Are you accurate? \_\_\_\_\_
58. Do you make a practice of thinking out all sorts of problems? \_\_\_\_\_
59. Do you complete a job even though it is difficult and uninteresting? \_\_\_\_\_
60. Do you remember instructions, facts, and data? \_\_\_\_\_
61. Do you get things done—done right and on time? \_\_\_\_\_
62. Are you too big to make a mistake? \_\_\_\_\_
63. Do you fit in? \_\_\_\_\_
64. Do you enjoy working with other people? \_\_\_\_\_
65. Is your voice extremely clear, pleasant, well-modulated, and always under control? \_\_\_\_\_
66. Do you praise good work regardless of who did it? \_\_\_\_\_
67. Do you use your authority wisely? \_\_\_\_\_

TOTAL SCORE \_\_\_\_\_